

**QUESTIONS AND RESPONSES # 2**  
**PROJECT NO. F10R5200014**  
**WebFleetMaster (WFM) Support**  
**November 30, 2004**

Ladies/Gentlemen:

This List of Questions and Responses #2 is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of contract requirements, which are stated in the following questions of potential offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

**28.     QUESTION:** Will there be a minimum number of hours that can be billed. For instance, if we are called on-site to resolve a problem and are able to do so within 15 minutes, can we bill for the whole hour? Likewise, is there a minimum time that can be billed for issues that can be resolved by telephone?

**ANSWER:** See Amendment #2 to the RFP

**29.     QUESTION:** Are the current web pages in J2EE (.jsp ~ java server pages) technology or .NET (.asp active server pages) Technology?

**ANSWER:** JSP was the original language used in WFM and currently accounts for approximately 80% of the system. ASP was introduced later and currently accounts for approximately 20% of the system.

**30.     QUESTION:** Are you planning for SharePoint Portal Server 2003 for the WebFleetMaster (WFM) as the latest technology or any specific technology?

**ANSWER:** No

**31.     QUESTION:** Is the contract hourly price for Project Management/ Database Administration /Programming shall be differentiated or clubbed together to a single hourly price ?

**ANSWER:** The State is seeking a single hourly labor rate that will apply to all required services. This rate must be a "fully-loaded" rate which encompasses all costs incurred by the contractor to provide all the services required by the RFP. Historically, the breakdown of labor has been 80% technical services,

**15% project management and 5% editorial. This RFP incorporates some changes from the incumbent contract which may reduce the project management percentage.**

**32.     QUESTION:** Is it possible to see your current system in place? If yes, any url we can access? Or do we need to take an appointment for this?

**ANSWER:** It would require an appointment to come to the State's facility in order to observe the current system in-place. Due to the limited amount of time available before the Due Date for submission of Proposals, that would not be practical at this time.